



Information Network of Kansas Board of Directors

Kansas Information Consortium
General Manager's Report

Month ending July 31, 2008

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For the month ending July 2008

Executive Summary

Kansas.gov is staying very busy and productive as July has come to a close. Some of the high points for this month include:

~The District Courts search tool has reached 98 counties as we added eleven additional counties in the month of June.

~Another successful Kansas Business Center agency interview was held with Dept of Agriculture to assist in building the requirements for the redesigned site launching later this year.

~Creative Services and Marketing continue to keep content fresh and up-to-date on Kansas.gov as part of the site promotions strategy. Updates went live on July 7th and 21st on the documented rotation schedule. A full description of the Site Promotions Strategy will be unveiled to the INK Board in the September meeting.

~Full migration into the new project management software (DAPTIV) occurred throughout the month of July.

~Kansas.gov continues to stress the importance of driving adoption of our new Content Management System (CMS) offering, the following actions took place against this initiative:

- Discussions occurred with Kansas Court of Tax Appeals and Kansas.gov received a contract for a large CMS site. Training is set up for early August.
- Met with SBDC to discuss the possible implementation of CMS across local SBDC office sites. Provided SBDC a site mock-up which is aligned with Kansas Business Center template.

~A very successful post-session meeting was held with legislative services in the month of July.

Please contact me if you have any questions at 785.296.5275 or via email at lisa@ink.org.

Respectfully Submitted,

Lisa R. Counts

Lisa R. Counts, General Manager

New Service Requests & Contracts for Approval

Service Requests

No Service Requests were submitted this month.

Contracts for Approval

Kansas Department of Health and Environment (KDHE)

Kansas Department of Health and Environment requests INK assistance in collecting fee-based transactions for nurse aide test applications. The KanPay system will be integrated into the KDHE application.

Kansas Court of Tax Appeals (COTA)

Kansas Court of Tax Appeals requests INK assistance for providing a Content Management System (CMS) for the creation of their Web site. This is a fee service.

Gove County Treasurer

Kansas Gove County Treasurer requests INK assistance for providing a service for online property tax payments. This is a fee service.

Leavenworth County District Court

Leavenworth County requests INK assistance for providing a transaction fee-based service for online district court searches.

Sherman County District Court

Sherman County requests INK assistance for providing a transaction fee-based service for online district court searches.

Wabaunsee County District Court

Wabaunsee County requests INK assistance for providing a transaction fee-based service for online district court searches.

Sheridan County District Court

Sheridan County requests INK assistance for providing a transaction fee-based service for online district court searches.

Wallace County District Court

Wallace County requests INK assistance for providing a transaction fee-based service for online district court searches.

Logan County District Court

Logan County requests INK assistance for providing a transaction fee-based service for online district court searches.

Cheyenne County District Court

Cheyenne County requests INK assistance for providing a transaction fee-based service for online district court searches.

Thomas County District Court

Thomas County requests INK assistance for providing a transaction fee-based service for online district court searches.

Rawlins County District Court

Rawlins County requests INK assistance for providing a transaction fee-based service for online district court searches.

New Applications Deployed

<u>Agency</u>	<u>Service</u>	<u>Launched Date</u>
KDOA	KanView - Taxpayer Transparency Act	Feb. 08
KDHE	HOC Criminal Record Check	Mar. 08
KSBEMS	Ambulance License Renewal	Mar. 08
KSBOA	License Individual Renewals	May. 08

Applications in Development

<u>Agency</u>	<u>Service</u>	<u>Targeted Deployment (quarter)</u>
GOV	Grant Portal Phase 3	Q3 08
KBI	Registered Offender 2007	Q3 08
KDHE	HOC Exam Application	Q3 08
KSSBEO	Optometry Portal	Q3 08
KDA	Seed Business License Renewal	Q3 08
KDHE	Change of Address and License Replacement	Q4 08
KIC	Subscriber Account Administration and Self Registration	Q4 08
KDOR	Homestead Claim	Q4 08
KDOA	KBC 2008	Q4 08
OJA	DCRS Instant Access	Q4 08
BOTA	Claim Filing	Q4 08
LEG	Document Admin Site	Q4 08
KCI	Online Store	Q1 09
KSBEMS	Attendant License Verification	Q2 09
KDOR	CAMA Property Valuation	Q2 09
BOTA	Docket Calendar	Q3 09
KDA	Agri Portal	Q3 09
GOV	Grant Portal Phase 4	Q3 09
BOTA	Final Orders	Q4 09

Project Change Requests

<u>Agency</u>	<u>Service</u>	<u>Launched Date</u>
KDHE	Website Error Pages	Jan. 08
KDB	Dental License Verification	Jan. 08
KDHE	License Renewal Jan 08 Mods	Jan. 08
KIC	Remove Bills in Committee table	Jan. 08
KSBN	Nursing License Renewal K-SERV Link	Jan. 08
OJA	DCRS Integrate JoCo	Jan. 08
KSOTP	Renewal Change Fees	Jan. 08
KREC	Renewal Add Disciplinary Question	Jan. 08
KSBA	License Renewal Feb 08 Mods	Feb. 08
KSAG	Amber Alert Change AG Name	Feb. 08
KSBA	License Verification Expand Verification Information	Mar. 08
KREAB	Appraiser License Renewal 2008 Mods	Mar. 08
KSBA	HTML Rpt CEU Text Year Mods	Mar. 08
KSOMS	Ambulance Post Deployment Modifications	Mar. 08
Legislative	Eliminate Resolutions from Bill Search	Apr. 08
GOV	Add Instructions Link (WAD-050)	Apr. 08
KREAB	Add New Questions (WAD-048)	Apr. 08
KREAB	Add Renewal Report (WAD-049)	Apr. 08
GEC	Campaign Finance	Apr. 08
KSBN	Annual Report 2008 Mods (WAD-034)	Apr. 08
KSOTP	Add allowed number of rows to reports	Apr. 08
KSSOS	Add PA Type	May. 08
KSSOS	AR Change Delete Function	May. 08
KSSOS	Global Changes	May. 08
KSBA	LR May 2008 Modifications (WAD-045)	May. 08
KSSOS	AOI: Change Delete Button	June. 08
KSBOA	Firm Renewal Add Disclosure Statement	June. 08
KSBOA	CPA: Increase character limit in two fields	June. 08
KSBOA	CPA: Change text CPE page	June. 08
KSBOA	Add dollar amount	July. 08
LEG	Web page: Add employment link	July. 08
KSSOS	UCC: Debtor Termination treated as amendment	July. 08
KSSOS	BESS: Add Trademark/Service -mark link	Pending
KSSOS	AR: Incorrect EC Fees	Pending
KSBA	Lic Ver Free Mar 08 Mods	Pending
KSBA	Lic Ver Sub Mar 08 Mods	Pending
KIC	KPX 2008 Enhancements (WAD-054)	Pending
KDHE	HOC LR Import Notification	Pending
KSAG	Concealed Carry May 2008 Form Changes	Pending
KREC	Limit search returns	Pending
KIC	CMS Enhancements	Pending

KSSOS	Name Reservation: Increase Fee	Pending
KSBEMS	Ambulance LR Apr 08 Mods (WAD-051)	Pending
KSBEMS	Attendant LR Import Export (WAD-052)	Pending
KDHE	CRC Modify Subject Processing (WAD-055)	Pending
KSSOS	SOS: AOI: Increase Fee	Pending
KDOL	Modify Failed Payment Processing (WAD-038)	Pending
KSSOS	RO/RA: Increase Fee	Pending
KSSOS	Name Change: Increase Fee	Pending
KSBHA	LR HTML Add Insurance Audit	Pending
KDHE	CRC Add Subscriber Option	Pending
KSSOS	AR: Increase Character Limit on the AG page	Pending
KSSOS	CGS/LGS: Increase Fee	Pending
KSBEMS	Attendant License Renewal Improve Payment Processing	Pending
KDOR	WebFile Payment Date Validation	Pending
OJA	DCRS Add New Name Search Field	Pending
KSSOS	Disso: Remove "delete selected" button	Pending
KDOA	Update Kanview for 2008	Pending
KDOL	Add CCD Format	Pending
KDOR	IFTA Renewals 2008 Modifications	Pending
LEG	Create Enrolled Bill Search	Pending
KSSOS	AOI: Signature Organizer/Incorporator	Pending
KDOR	KBC Business Tax Registration IEIN Registration	Pending
KSSOS	BOA: CPA: Add dollar amount	Pending
KREC	CEU Error message change	Pending
KSSOS	SOS: Disso: Increase Fee	Pending
KSSOS	KBC Name Availability Content Upgrade	Pending
KSSOS	KBC Name Reservation Content Upgrade	Pending
KSSOS	KBC AOI Content Upgrade	Pending
KDOR	KBC Business Tax Registration Content Upgrade	Pending
KSSOS	KBC BESS Content Upgrade	Pending
KSSOS	KBC Name Change Content Upgrade	Pending
KSSOS	KBC Disso/Withdraw/Cancel Content Upgrade	Pending
KSSOS	KBC RO/RA Content Upgrade	Pending
KSSOS	KBC Annual Report Content Upgrade	Pending
KSSOS	KBC Auth Val Content Upgrade	Pending
KSSOS	KBC CGS/LGS Content Upgrade	Pending
KSSOS	KBC Small Business Training Center Content Upgrade	Pending
KSBOA	Allow decimals in CPE field	Pending
KSBOA	CPA: Change Text on Disclosure statement	Pending
KSBOA	Firm: Change text on two disclosure statements	Pending
KDHE	HOC CRC Change Address Validation	Pending
KDOR	CAMA Property Valuation	Pending
KSBHA	License Renewal Aug 2008 Modifications	Pending
LEG	Allow search for Resolution Archives	Pending
KSSOS	Change PA secretary rule	Pending

KSSOS	RO/RA: Create image when user doesn't view	Pending
KSSOS	UCC: Filing: Increase Fees 1's	Pending
KSSOS	UCC: Filing: Increase Fees 2's	Pending
KSSOS	UCC: Filing: Misc Changes	Pending

Support Statistics

<u>Month</u>	<u>Live Chat</u>	<u>Email</u>	<u>Cases Reported</u>
Jan-08	34	326	40
Feb-08	67	325	58
Mar-08	59	340	37
Apr-08	48	387	39
May-08	49	135	76
Jun-08	57	423	136
Jul-08	64	219	166

Site Promotions

Creative Services and Marketing continue to keep content fresh and up-to-date on Kansas.gov as part of the site promotions strategy. Updates went live on July 7th and 21st on the documented rotation schedule. A full description of the Site Promotions Strategy will be unveiled to the INK Board in the September meeting.

Page Performance

The below table summarizes the top 10 visited pages on Kansas.gov from July 1st – 29th.

<u>Page</u>	<u>Page Views</u>	<u>Time on Page (Secs)</u>
My Kansas	114,348	94.8
Government	69,882	59.8
Services	35,635	59.9
Subscribers	22,216	47.8
Business	19,685	59.9
Tourism	13,168	56.2
Community	7,997	57.9
Education	5,067	57.9
Help Center	4,999	67.6
Photo Gallery	2,872	102.9

Promotional Performance

The below table summarizes the top five features within the primary and secondary zones across the government, business, community, education and tourism pages from July 1st – 29th.



<u>Zone</u>	<u>Feature</u>	<u>Page Views</u>
Primary	State Government Jobs	468
	Summer Vacations	442
	Business Entity Search	315
	District Court Search	302
	KansasWorks.com	151
Secondary	State Government Jobs	1,472
	Cities and Towns	916
	Employee Service Center	630
	Business Entity Search	569
	Discover Kansas	450

Agency/Association Performance

The below table summarizes the number of times an agency/association was featured in the primary and secondary zones on Kansas.gov in the month of July.

<u>Agency/Association</u>	<u>Primary</u>	<u>Secondary</u>	<u>Total</u>
DoA	3	10	13
Kansas.gov	7	5	12
DoC	5	6	11
KDWP	6	5	11
SOS	1	9	10
KSHS	6	2	8
KDOR	1	7	8
KDHE	1	6	7
All	4	2	6
KBI	2	4	6
District Courts	5	0	5
KSLIB	3	1	4
KSOS	0	4	4
KSDE	0	4	4
AG	0	4	4
Office of the Governor	0	3	3
KBOR	1	2	3
KSBN	0	3	3
KSLA	1	2	3
KDOT	0	3	3
KWBC	0	2	2
DoL	0	2	2
KDOL	0	2	2

<u>Agency/Association</u>	<u>Primary</u>	<u>Secondary</u>	<u>Total</u>
IPSR	0	2	2
KansasWorks.com	2	0	2
KEEB	1	1	2
USA.gov	0	2	2
Kansas Legislature	0	2	2
Kansas, Inc	0	2	2
BlueSkyways	0	2	2
Lt. Governor	1	0	1
Quest	0	1	1
Network Kansas	1	0	1
AASL	0	1	1
KCTA	0	1	1
KGEC	0	1	1
Dept of Aging	0	1	1
KSLC	0	1	1
KDWP	0	1	1
KIC	0	1	1
KREC	0	1	1
KBEMS	0	1	1
Kansas Arts Commission	0	1	1
KST	1	0	1
KANED	0	1	1
KLA	1	0	1
Grand Total	103	131	234

Marketing

~With dedicated funds from the INK board for Marketing in 2008, a Marketing plan was created and presented at the July INK board meeting. Approval was received and Kansas.gov took immediate action against the plan.

~Creative Services and Marketing continued to work on the Kansas.gov brochure for prospects and existing partners including a call-to-action to visit the Partner Resource Center for more details.

~Started to modify the Partner Resource Center to align with Kansas.gov Brochure content and graphics

~Held Kansas.gov marketing plan introduction meetings with the following agencies:

- Kansas Board of Nursing
- Kansas Board of Healing Arts

~Began discussions around creating a Subscriber Home Page for current subscribers to maintain their current account (create/change passwords, view billing statements, add users, etc.) and create an opportunity to promote new/existing services to subscribers.

~Discussions occurred on creating an application scorecard focused on site performance, business performance, resource allocation, political impact, technology impact and maintenance to assist with determining key applications of focus for 2009.

~Assisted Doug Quinn with the creation of Digital States Survey 2008 application for the state of Kansas (focused on “implementation and adoption”, “capacity, policy and strategy” and “solving problems through innovation”).

~Worked with the Court of Tax Appeals (COTA) to create and launch press release titled: “New Law and Web Site Clarify Role of Highest Tax Tribunal in State of Kansas.”

~Kansas.gov continues to stress the importance of driving adoption of our new Content Management System (CMS) offering, the following actions took place against this initiative:

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